AGENDA TITLE: Dial-A-Ride Operations

MEETING DATE: March 19, 1997
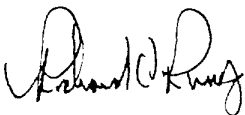
PREPARED BY: Public Works Director

RECOMMENDED ACTION: Information only.

BACKGROUND INFORMATION: The City of Lodi will be implementing a reservation system for Dial-A-Ride to satisfy a Federal requirement. Currently, the system is demand-response. A public meeting will be held at the Carnegie Forum on March 20, 1997, from 12 noon to 1 p.m., to discuss the upcoming change and to receive input from Dial-A-Ride passengers on details of implementing the system.

DAVE Transportation has a reservation program that will accommodate the change to a reservation system. To maximize the program's effectiveness, approximately 90 percent of the system should be reservations. This will still leave some room for the public to receive service "on demand." The current proposal is for a reservation system that allows for reservations one to seven days in advance. Federal requirements permit one to fourteen days, but transit agencies report excessive cancellations when reservations are made eight or more days in advance.

Also, the reservation system will allow for standing order (permanent) reservations. By having standing orders, DAVE Transportation will answer fewer telephone calls per day, thereby improving its response to other telephone callers. Federal requirements permit up to 50 percent of reservations to be standing order.

One other operational change concerns passenger attendants. DAVE Transportation has been advised of the Federal requirement that operators may not transport passengers who do not have the mental or physical capacity to utilize the service on their own unless they are accompanied by an attendant. Only two current passengers will be affected. The only exception is if the passengers are going to an Adult Day Health Care Center.
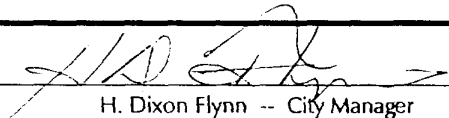
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cc: DAVE Transportation

APPROVED: _____
H. Dixon Flynn -- City Manager

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3/11/97